

From: Price, Lee (DBHDS)
Sent: Friday, September 07, 2012 4:12 PM
To: Price, Lee (DBHDS)
Subject: Provider Selection Process Updated

Dear CSB ID Directors and Service Provider Community:

In June, the DBHDS initiated a web-based provider search system for all individuals leaving the training centers for a community home and for all individuals currently living in the community in search of new services or providers. Since its debut, we have received feedback about the new procedures and their impact on the service delivery system. The intended outcomes of the new procedures were to:

1. Ensure that all individuals are given choice of qualified providers that are able to meet their needs.
2. Identify providers that offer specialized services.
3. Provide another resource to support coordinators/case managers to assist in linking individuals with qualified providers.
4. To promote choice of qualified providers to individuals in need of waiver services.

Please know that there is a commitment to the four outcomes expressed above but we acknowledge that with most new initiative there are adjustments that need to be made. Since implementing the system on July 1st, we received the following feedback:

1. The once-monthly timeframe does not allow for enough lead to locate a qualified provider.
2. The process is cumbersome and can delay implementation of service delivery.
3. The survey for providers and the survey for case managers for sections/categories did not have a corresponding link to one another.
4. Additionally, all providers of services had not registered within the system.

Knowing all of this, please see the revisions that will be implemented no later than November 1st:

1. All individuals leaving the training centers **will** be offered choice of providers using the new procedures.
 - a. In order to be selected, providers, including CSBs/BHAs, must complete the on-line provider profile at <https://www.surveymonkey.com/s/YZKFJC8> by October 1, so that the individual/family has the opportunity to review the profiles as part of the provider portfolio presented by the support coordinators/case manager
 - b. The individual or guardian must sign the profiles of the providers selected as a record of the selection process

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- c. The provider may be visited by a Licensing Specialist or Human Rights Advocate to affirm the accuracy of the profile prior to the tour of the provider by the individual
2. Individual Needs Profile information will be entered into Survey Monkey (at <https://www.surveymonkey.com/s/DTPM7TQ>) by CSB staff and then posted on the DBHDS web site (at <http://www.dbhds.virginia.gov/ODS-default.htm>) by DBHDS staff **weekly**. This information can remain up to 30 days for provider review and response to the listed CSB contact person before being removed. If, at the end of 30 days, the individual has not selected a provider, the CSB must notify DBHDS staff of the need to retain the individual's information on the DBHDS website in order to continue the search.
3. Individuals living in the community **may** also have their Individual Needs Profiles posted on the web site starting now at the discretion of the support coordinator/case manager.
4. During the spring of 2013 we will review the process and determine what changes or improvements need to be made and assess the value of continuing to expand the process as a standardized procedure for all individuals seeking waiver services. We will continue to gather feedback from individuals, providers, and CSBs/BHA to improve this process.

We hope that the process now outlined above will provide an opportunity to move forward on a provider selection process. DBHDS expects a full statewide implementation of the process as outlined above. Thank you for continuing efforts to bring quality community supports and services to individuals in Virginia with intellectual and developmental disabilities.

Lee

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